

## What is this Application for?

This application form is for a customer to bring a claim against a company or an individual who is a member of RICS and has referenced us in their Complaints Procedure. The application form will ask you for the details we will need to understand what has occurred and what you would like happen.

We don't take sides, a professional adjudicator will review your claim and the company response before making a fair decision based on the evidence. The adjudication process will take up to 90 days.

## What do I need to do?

- You must first allow the company an opportunity to try and address your complaint via their own complaints procedure.
- Make sure you understand the process, if you're not sure about anything contact us for guidance.
- Please complete this application form providing as much information as you can.
- It may take you some time to go through the application form and to get all your facts together, but having all the information will help us assess your case fairly.
- This process is conducted entirely in writing. You must ensure that you provide sufficient information and supporting evidence to substantiate your claim.

**Before you can make an application you must complain to the surveyor first and allow them the time to conduct their own investigation into your complaint.**

**Please be aware that we will share everything you send to us with the company you are in dispute with and you will see everything that they send to us.**

Please let us know if you have any practical needs where we could help – for example with information in another format (e.g. larger print) or in another language. If you require assistance in completing this form please contact:

**By telephone:** 0207 536 6116

**By email:** [surveyors@cedr.com](mailto:surveyors@cedr.com)

**Visit the website:** [cedr.com/consumer/rics](http://cedr.com/consumer/rics)

CEDR opening hours: 9:00am to 5:00pm, Monday to Friday

**PLEASE ENSURE THAT YOU SAVE THIS DOCUMENT ON YOUR COMPUTER BEFORE SENDING**

## 1. About you (the customer)

Please give us your details.

Full name:

Street address:

Town:

County:

Postcode:

Tel:

Email address:

## 2. Representation

If you have a representative acting for you, please provide their details below. If you do not have a representative, please go to part 3.

Full name:

Organisation:

Street address:

Town:

County:

Postcode:

Tel:

Email address:

### To be signed by the customer.

I hereby give my authority for the above named person to represent me.

Print name:

Signature:

Date:

### 3. RICS Member Firm Details

Surveyor:

Company:

Street address:

Town:

County:

Postcode:

Tel:

Email address:

### 4. Issues in dispute

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When were the services provided (give the date of the first work undertaken):

On what date did you first complain to the company:

*(Please make sure you provide copies of the communications you had with the company)*

On what date did the complaints process end:

*(You will need to have received a letter from the company that tells you about CEDR)*

Company Case Reference:

*(If the company gave you a reference number please provide it here)*

## **5. Non-financial actions**

### **What non-financial actions would you like the company to take?**

Please specify any actions that you would like the company to take that do not relate to money (that will be covered in the next question) such as giving an apology or conducting a further survey.

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## 6. Financial claims

If you are seeking money from the company please break down your claim by providing a value for each item you are claiming for and provide the reason why you are claiming that amount. If the adjudicator makes a decision in your favour, they could award resolution up to the total cost of the work claimed.

Example:

<i>Item</i>	<i>Claim Reason</i>	<i>Amount Claimed (£)</i>
<i>Refund of survey fee</i>	<i>The surveyor cancelled the survey appointment</i>	<i>350.00</i>

Please ensure you record everything in this application as you cannot change these details at a later date.

**The maximum permitted claim through the Service is £25,000.00 and all items must be properly explained and evidence provided to prove the claim.**

Item	Claim Reason	Amount Claimed (£)

Please continue on a separate sheet if required but ensure the total amount you are claiming is completed in the next box below.

**Total claimed:**

## 7. Evidence/Supporting information

In order to substantiate the claims you are making you must submit supporting evidence. This may include anything you consider relevant, such as:

- Contracts / agreements terms and conditions
- Invoices / receipts
- Letters / Emails / Fax communications
- Photographs / drawings / plans
- Witness statements
- Reports on product supplied or work carried out

**It is your responsibility to provide the evidence that supports your claim and you must provide it with this application form. You will not be permitted to submit additional material later on.**

**Please do not submit your application form until you are sure you have all the documents you would like the adjudicator to consider.**

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## 8. Customer's declaration

Data Protection Act

The Data Protection Act 2018 allows CEDR, RICS and participating companies to provide information and/or documents about you to CEDR Case Administrators and the adjudicator with your consent. By completing this form you are giving your consent.

**Please read these declarations and tick all boxes to confirm you understand them before signing this form.**

I have tried to resolve this dispute through the company's internal complaints procedure

I have not previously referred this dispute to either the Courts or any other Redress Scheme

I confirm that I have authority to commit to adjudication and apply to CEDR to appoint an adjudicator to determine this dispute in accordance with the Service Rules

I accept that it is my responsibility to understand how the Service works. I understand that guidance and information on how the Service works can be found on CEDR's website and/or by making contact with CEDR.

I accept that the Service Rules will apply to my case. I understand that the Service Rules can be found on CEDR's website or I can request a copy of these Rules by making contact with CEDR.

I understand that it is my responsibility to provide evidence supporting my claim at the time of application, including signposting to CEDR

I have read and understand the Data Protection Act statement on this page

I understand that the adjudicator's decision will be binding on the company if I chose to accept the findings. I understand that if I chose not to accept it, the adjudication will be concluded and neither I nor the company will be required to take any action

Your signature:

Print name:

Date:

**Now please submit your application and supporting evidence including signposting to us:**

**By post:**

Centre for Effective  
Dispute Resolution  
100 St. Paul's Churchyard,  
London  
EC4M 8BU

**By email:**

[surveyors@cedr.com](mailto:surveyors@cedr.com)